

## Parole and Probation Agent Mobilization

The Michigan Department of Corrections, Field Operations Administration sought \$1.02m (\$582k ongoing, \$440k one-time) in funding in FY '15 to mobilize parole and probation agents in four targeted communities (Detroit, Pontiac, Flint, and Saginaw). The purpose of this mobilization effort was to provide agents with improved technology to allow them to complete additional tasks in the field, such as entering case notes during home visits and being able to access offender information while in the field.

The Department created a program statement, which focused on 4 key metrics for determining the success of this program. These metrics represent ongoing performance metrics, rather than simple implementation metrics. While all agents in the targeted communities received their technology during Fiscal Year '15, delays in selecting, testing, and purchasing equipment, as well as the roll-out of WebOmni 2.0, has only allowed the Department to produce partial year data. The MDOC will continue to monitor the four key metrics and will share updated information with the subcommittee as part of the FY '17 budget discussion.

### Technology

After reviewing the effectiveness of a number of different platforms, a determination was made that agents in the targeted communities would be equipped with an iPhone 6+ to conduct Departmental business and access WebOmni while away from their desks.

In addition, the agent's desktop computers, which were due to be replaced, were traded out for laptop computers so that agents could access WebOmni and other programs while in the field or in court. The Department was not able to deploy the technology prior to 3/1/15 (original implementation metric), but the targeted staff received their technology prior to 8/1/2015.

WebOmni 2.0, which is the web-based version of MDOC's information system, went live on 7/28/2015 and final roll-out will be considered complete on 10/26/2015.

## Metrics

The MDOC identified 4 metrics to be tracked in relation to this mobilization effort:

1. Changes in the Number of Parolee and Probationer Contacts by Month\*.
2. Number of WebOmni 2.0 Log-Ins from iPhones and Laptops.
3. Number of Joint MDOC/Local Law Enforcement Compliance Checks in Targeted Cities
4. Parole Violations

The MDOC views each of these measures as being "performance metrics", rather than "implementation metrics" as implementation was completed with the roll-out of technology and launch of WebOmni.

### **1. Changes in the Number of Parolee and Probationer Contacts by Month\***

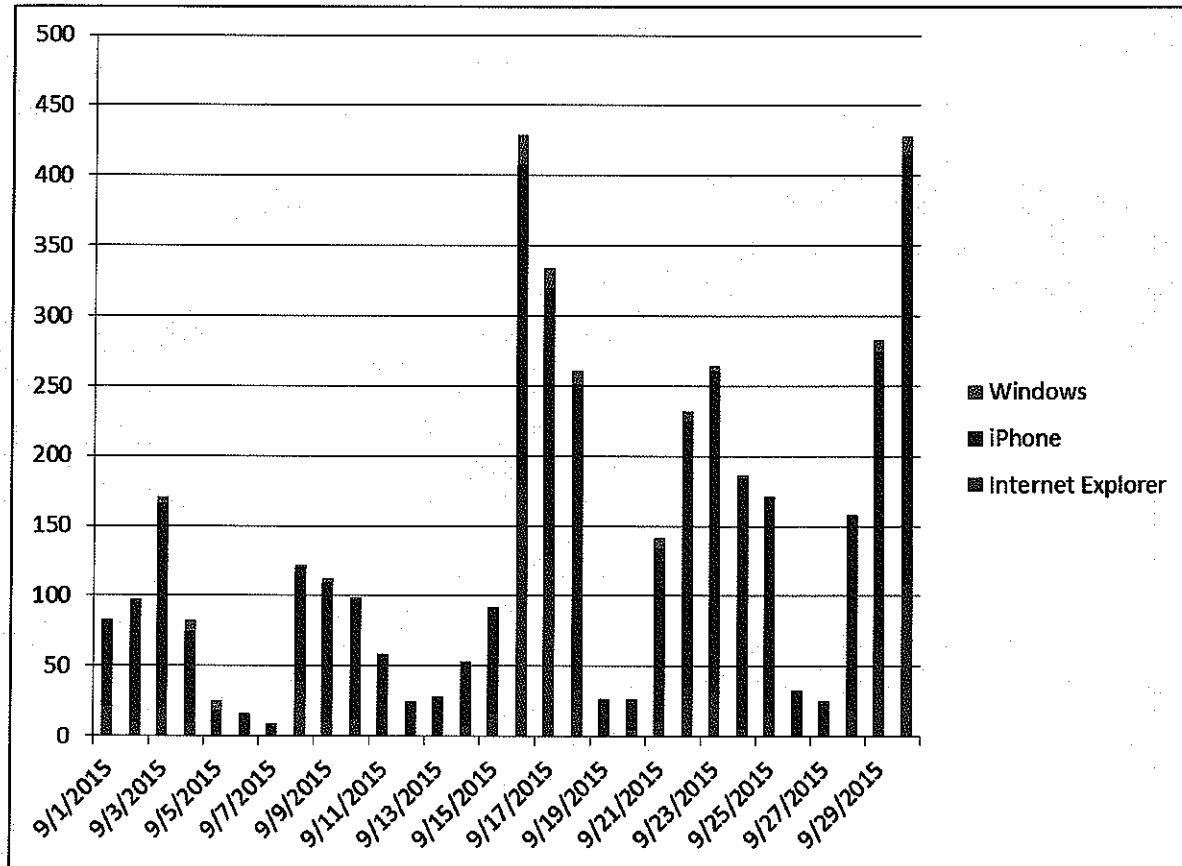
\*Subsequent to the decision to track this metric, the Field Operations Administration launched the "Agent-Directed Case Management Model", which focuses staff time on medium and high risk cases. As a result, comparisons of the current time period to past time periods may be impacted by a change in agent behavior not driven by the deployment of technology.

Time Period	7/2014-9/2014	7/2015-9/2015
<b>Total Supervised Population</b>	62,092	60,910
<b>Average Monthly Home Calls</b>	17,916	16,867
<b>Average Monthly In-Person Contacts</b>	92,081	91,003
<b>Average Monthly Home Verifications</b>	11,623	10,797
<b>Average Monthly Contact Per Offender</b>	1.96	1.95

The shift to the "Agent-Directed" caseload makes comparisons between 2014 and 2015 less appropriate, but the MDOC continues to believe that contacts represent an important metric that will be tracked moving forward to allow comparisons between late FY '15 and FY '16. The goal remains to increase overall contacts with medium and high-risk offenders by allowing agents to be in the field more frequently.

## 2. Number of WebOmni 2.0 Log-Ins from iPhones and Laptops

WebOmni 2.0 was first made available to agents at the end of July, with a phased roll-out that will be completed in October. In conjunction with DTMB, the MDOC has created basic analytics to monitor WebOmni usage and plans on instituting higher level analytics once the roll-out is deemed complete. Due to delayed implementation, the best available current data set is for the month of September.



It is clear that utilization is increasing across the targeted platforms, representing in-field usage on the part of agents. The MDOC will continue to monitor these trends and has begun exploring additional analytics for tracking performance within the program.

### 3. Number of Joint MDOC/Local Law Enforcement Compliance Checks in Targeted Cities

One of the goals of mobilization is to have MDOC field staff directly assist law enforcement with compliance activities in core communities. This is being done in coordination with the embedding of MDOC staff with select law enforcement agencies. Local offices track their joint compliance activities with law enforcement as part of their local metrics. These figures represent joint compliance activities, not necessarily the number of individual offenders that are subject to compliance checks.

Month	Flint	Saginaw	Metro
April	15	6	272
May	17	0	174
June	<b>18</b>	7	258
July	<b>25</b>	5	<b>229</b>
August	<b>22</b>	<b>10</b>	<b>260</b>

\*Months in bold represent months in which agents were partially or fully mobilized.

### 4. Parole Violations

The overall goal of supervision is to reduce the likelihood of an offender being returned to prison. The MDOC selected parole revocations per 100 parolees as an overall performance metric related to agent mobilization in Flint and Saginaw. The Department is utilizing the total number of parole revocations for the Metro Region (Detroit and Pontiac). The Department recognizes that these metrics may be impacted by a number of factors other than the use of technology by agents, but believes these are an applicable metric for all field operations activities due to their importance in regard to the MDOC's population and as a proxy for violation behavior that negatively impacts communities.

Month	Region 6 (Flint)	Region 5 (Saginaw)	Metro Region (Detroit and Pontiac)
April	<b>0.8</b>	<b>0.8</b>	<b>68</b>
May	<b>0.3</b>	<b>0.9</b>	<b>50</b>
June	<b>0.8</b>	<b>0.8</b>	<b>60</b>
July	<b>0.8</b>	<b>1.0</b>	<b>72</b>
August	<b>0.1</b>	<b>0.9</b>	<b>51</b>

MDOC - FOA

		Per Unit Cost	Months	Number	Total
Pontiac	July Implementation				
	Iphone 6 plus				
	phones	\$399			
	car chargers	\$20			
	otterbox	\$40			
	credit received	-\$100			
	Total iphone 6 plus	\$360		119	\$42,808
	monthly costs				
	monthly rate plan	\$60	3	119	\$21,416
	Laptop's	\$1,333		119	\$158,571.07

Pontiac 2015 FOA mobilization costs	\$222,795
-------------------------------------	-----------

Flint	June Implementation				
	Iphone 6 plus				
	phones	\$399			
	car chargers	\$20			
	otterbox	\$40			
	credit received	-\$100			
	Total iphone 6 plus	\$360		63	\$22,663
	monthly costs				
	monthly rate plan	\$60	4	63	\$11,338
	Laptop's	\$1,333		63	\$83,949.39

Flint 2015 FOA mobilization costs	\$117,950
-----------------------------------	-----------

Saginaw	August Implementation				
	Iphone 6 plus				
	phones	\$399			
	car chargers	\$20			

otterbox	\$40			
credit received	-\$100			
Total iphone 6 plus	\$360		41	\$14,749
monthly costs				
monthly rate plan	\$60	2	41	\$7,379
Laptop's	\$1,333		41	\$54,633.73

Saginaw 2015 FOA mobilization costs	\$76,761
-------------------------------------	----------

Detroit	August Implementation			
iphone 6 plus				
phones	\$399			
car chargers	\$20			
otterbox	\$40			
credit received	-\$100			
Total iphone 6 plus	\$360		389	\$139,935
monthly costs				
monthly rate plan	\$60	2	389	\$70,008
Laptop's	\$1,333		389	\$518,354

Detroit 2015 FOA mobilization costs	\$728,297
-------------------------------------	-----------

Total mobilization costs for the 4 cities	\$1,145,805
---	-------------

One-Time Appropriation	\$440,600
Ongoing New Appropriation	\$582,400
Funding From Existing Sources	\$122,805